

Housing Channel

Title: Housing Department Integrated Communication Centre

Customer One I heard your cousin is moving to Hong Kong

Customer Two Yes, she's just arrived. She asked me
how to apply for public rental housing (PRH)
As I moved into PRH almost 20 years ago
How would I know the current application
eligibility and procedures?

Customer Three My son's married and is expecting a baby
Our flat is going too crowded
Do you know how to apply for tenancy splitting?

Customer One My husband wants to buy a flat in the
Home Ownership Scheme (HOS) Secondary Market
Like you, I have no idea what to do

Customer Four My daughter asked me to complain about
laundry dripping from the flat above
How can I make the complaint?
But I guess it's no use asking you

Waiter Why are you so upset?
Getting information and making complaints
is just one phone call away

Customer Three Really? What number should we call?

Waiter The Housing Authority (HA) Hotline: 2712 2712
Why don't you give it a try?

Customer Four It's not 9:00am yet
There won't be anyone in the office

Waiter You're wrong. This is a 24-hour hotline
providing recorded information round the clock
Operator service is between 8:30 and 7:00pm
even on Sundays and public holidays

Customer One I must try calling then
Hello...

Receptionist Good morning. Welcome to the HA Hotline
My name is Cheung, how can I help you?

Super Housing Policies
Application for public rental housing
Estate management
Home Ownership Scheme Secondary Market
Obtain fax information
Make complaints or suggestions

VO Right. This is the Housing Department
Integrated Communication Centre
You're welcome to call us anytime on
housing policies
PRH application
estate management
or details of the HOS Secondary Market
You can also choose to obtain information
make suggestions through the hotline
or even lodge complaints
Just remember this number: 2712 2712
Making complaints and enquiries is so simple